GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:465
ANSWERED ON:07.07.2004
TELEPHONE SERVICES
Nitish Kumar Shri ;Singh Shri Rajiv Ranjan (Lalan)

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a number of telephone services-providing companies are not providing services to the telephone subscribers as per the standard norms prescribed by the Telecom Regulatory Authority of India;

(b) if so, the names of such companies;

(c) the shortcomings notices in the quality of their work;

(d) whether any instructions have been issued to these companies to improve the quality of their work; and

(e) if so, the details of the instructions issued and the penal provisions provided to take care of flouting of the instructions by these companies?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS & INFORMATION TECHNOLOGY (Dr. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) & (c) The circle-wise details of such companies for the various Quality of Service parameters for quarter ending March 2004 are given in Annexure-I & II.

(d) In order to find out the reasons/constraints being faced by the operators in not achieving the benchmarks, Senior Management of the service providers have been called for a meeting by the Telecom Regulatory Authority of India to address the issue of deficiency in the quality of service.

(e) Penalty provision exists in the section 29 of the TRAI Act, which states that "If a person violates directions of the Authority, such person shall be punishable with fine which may extend to one lakh rupees and in case of second or subsequent offence with fine which may extend to two lakh rupees for every day during which the default continues."

Annexure-I

Summary for Basic Services QoS Parameters for the quarter ending 31st March, 2004.

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QoS Parameters  New  Fault Fault repair by  Mean Grade  Call  Mete Operator Shifts Clo Add  Percentage of
   conne  incid  next working    Time   of    compl ring   Assisted   sur  iti  repeat faults
   ctions ences  day         to  serv  etion   &     Trunk           es  onal
   after  per                  Repa    iec    rate  bill   calls (%     faci
   regis-  100/                  ir  (calls  in    ing   answered          lity
   trati-  sub/              (MTT   per   local cred    within
   on of  mth)                  R)  thous  netwo ibil- time norm)
   demand#                           and)    rk   ity-
           % of
           bills
           disp
           uted


Sl.  Service  Service Applicable Long term Benchmark as per TRAI Regulation on QoS dated 5th July, 2000
No.  Area     Provider
   100% <3 >90%  >90%  >90%   <8  a)   >65%  <0.1% Urgent Ordin  <3   <24 <24 <1% <1%   <1%
   in   (Month (Month (Month hrs  Junc-     calls: ary  days hrs hrs (Month (Month  (Month
   <        -1)  -2)  -3)        tion              <1 hr calls calls  1)   2)  3)
   7days                            betw-             <2hr
         een
         local
         exchange
         (2/1000)


1   AP  BSNL NR  #7.17  94.00  #83.81  #89.28  #12.30  #NR  #46.37% 0.07  #84.55  #86.81  #63.99  NR   NR  #7.02 #10.11 #8.16
  RELIANCE NA  0.00  100.00  100.00  100.00  2.20  #0.005  70.88%  0.14    NA   N/A  100.00  100.00  100.00  0.00   0.00  0.00
  TATA  #89  1.13  97.82  98.02  97.25  5.15   0.002  76.91%  #0.49 #83.83  #79.53  #61.49  #0.00  #73.68  #7.01  #5.61  #5.49


2    BIHAR BSNL  NR  #7.31  91.51  #88.61  90.06  #12.00 #NR  #58.20% 0.03  #80.65 #56.00 #90.27 NR NR #5.22 #2.57 #2.34
  RELIANCE NA  0.01  100.00  100.00  100.00  2.50  #0.005  #62.69% #0.20 N/A N/A  100.00  100.00  100.00  0.00 0.00  0.00


3   DELHI   MTNL   #55  #22.13  #74.09  #76.24  #79.92  #13.68 0.002 #44.00% 0.14  #81.39 #77.54 #65.37 96.80 #82.46 #13.28 #11.87 #11.99
  RELIANCE NA 0.00  100.0  100.0  100.0  2.20  #0.005  72.58  #0.2   N/A N/A 100.0 100 100 0.00 0.00 0.00
  BHARTI #64  2.74  97.92  98.53  99.16  3.89  #0.5  #51.07% 0.07  #44.38 #45.16  #35.45  #31.72 #86.68  #21.28  #19.32  #21.42
  TATA #94  0.06  100.00 100.00  97.84 3.40 #0.003 #57.00% #0.68 #99.083 #99.623 #44.32  #0.00  #75  0.00   0.00  0.00


4   GJ BSNL NR  #6.65  94.49  96.10  96.07  #10.00 #NR  #60.40% 0.09  #88.37 #86.26 #74.75  NR   NR  #5.77 #5.48  #5.87
  RELIANCE NA  0.00  100.00  100.00  100.00  2.00    #0.005 72.58%  #0.17  N/A   N/A  100.07 100.00  100.00 0.00   0.00  0.00
  TATA #93  0.39  98.51  99.58  100.00  2.40  0.0004 #52.65% #1.27  100.00  100.00  NA  100.00  98.00  0.00   0.00  0.00


5    MP & CHAT. BSNL(MP) NR  #7.98  #87.48  #86.92  #87.76  #12.33 #NR 67.17%  0.13  #88.11  #85.62  #62.22  NR   NR  #2.89  #2.77  #3.24
  BSNL(Chhat) NR  #12.63  #88.79  90.08  91.62  2.33    #NR  #62.33% 0.07  100.00  #99.87  #61.57  NR   NR  0.88  #1.46  0.80
  RELIANCE NA  0.00  100.00  100.00  100.00  0.30  #0.005  73.12%  #0.19   N/A   N/A  100.00  NR   NR  0.00   0.00  0.00
  BHARTI #98  1.90 96.92 97.48 96.93 4.60 0 65.30%  0.06  #79.88 NA  #58.05  100.00  #94.89 #2.50 #1.55  #1.91


6    MH BSNL NR  #6.77  #88.73  #88.74  #86.85  #16.33 #NR  #59.13% 0.06  #83.76  #89.87  #40.79  NR   NR  #5.79  #5.96  #6.32
  RELIANCE NA  0.00  100.00  100.00  100.00  1.80  #0.005  69.28%  #0.17   N/A   N/A  100.00  100.00  100.00  0.00   0.00  0.00
  TATA NA  1.20  99.66  99.42  99.70  1.55  #0.006  #56.94% #0.57   NA  #99.29  #37.08  NR  #43.44  #6.72  #6.12  #6.24


7   PB      BSNL NR  #9.25 91.05  90.17  93.50  #19.00 #NR  #62.40% 0.09 #85.10  #88.10  #67.65  NR   NR  #1.89  #9.83  #1.61
  RELIANCE NA  0.00 100.00  100.00 100.00 2.40 #0.005 67.29% #0.2 N/A N/A  100 100 100 0.00 0.00 0.00
  HFCL   #96  #7.32  97.06  95.90  92.94  #8.48  0  75.67%  0.07  NA    NA  #58.97  #93.30  97.75  #10.04  #10.20  #7.84


8  RJ   BSNL  NR  #10.36  #87.05 #87.55  #89.83  #11.00 #NR  #59.53% 0.06  #90.31 #93.95  #33.32  NR   NR  #2.63  12.45  #2.01
  RELIANCE NA  0.01  100.00  100.00  100.00 2.40  #0.005 69.41% 0.12 N/A   N/A  100.00  100.00  100.00  0.00   0.00  0.00
  SHYAM    #96  #3.09  98.48  99.23  99.79 5.20   0.001  66.00 #0.8 NA  #82.7  #95.6  #65  96.  0.42   0.51  0.35


9   TN  BSNL      NR  #5.20  96.40  96.55  96.82 7.67  #NR  70.40% 0.04 #98.92  #98.92  #63.00  NR   NR  0.79  #3.45  0.93
  RELIANCE NA 0.00 100.00  100.00 100.00 2.40 0.002 69.41% 0.12 N/A  100.00  100.00  100.00 0.00 0.00 0.00
  BHARTI #99  2.44  99.87  100.00 97.27  1.30 #0.005 #62.04% #0.19   N/A   N/A  100.00  100.00  100.00 0.00 0.00 0.00
  TATA #70 0.27 99.77 98.28  99.09  2.52  #0.0034 #55.31% #0.35  #64.39  #72.72  #9.33  #89  #58  #4.39  #3.74 #3.85


10   HR   BSNL NR  #9.17 92.04 92.54 92.90 #14.33 #NR  69.77%  0.07  #74.61  #20.69  #48.39  NR   NR  #3.35  #3.36  #7.10
  RELIANCE NA  0.01  100.00  100.00  100.00  1.70  #0.005  #64.63% #0.19  #74.61  #20.69  100.00  100.00  100.00  0.00   0.00  0.00
  BHARTI #86  #3.04  94.99  99.59  100.00  5.24    #0.5  #49.38% 0.05  #25.72  #28.21  #24.30  #44.88  #88.68  #16.98  #19.63  #20.75


11   KTK   BSNL NR  #5.48 97.14  96.89  96.51  4.00   #NR  #58.13% 0.04  #94.57 #96.95  #60.02 NR   NR  #4.61 #4.05 #5.12
  RELIANCE NA  0.00  100.00  100.00  100.00  0.73  #0.005 73.14%  #0.19   N/A   N/A  100.00  100.00  100.00 0.00   0.00  0.00
  BHARTI #60  0.76  99.89  99.52  99.47  2.40 0  #60.44% #0.19   NA  NA  #0.76  #0.00  #86  #11.15  #12.35 #12.46
  TATA  #19  0.24  98.90  98.17 93.65  4.58  0.0002 #54.97% #0.30 NA 100.00  #55.05  #0.00 #58 #3 #4 #7


12  A&N    BSNL NR #7.56  94.12  93.62  96.83 #41.3  #NR  #47.33% 0.12  #84.00  #73.15  95.65 NR    NR  #16.26  #6.38  #1.44
  RELIANCE NA NA  NA    NA  NA    NA      NR  NA     NA     NA    NA    NA     100    100  NA    NA    NA


13 ASSAM   BSNL NR    #8.21  94.86  93.65  95.70 #24  #NR  #53.47% 0.09  #93.39 #77.33 #40.76  NR    NR  #1.03  #1.02  0.79
 CHENNAI RELIANCE NA   0.00  100.00  100.00  100.00 1.71 #0.0  71.87%  #0.19  N/A   N/A   100.00  100   100  0.00  0.00  0.00


14       BSNL NR #7.66  94.11  93.60  #77.54  #16.67 #NR  71.17%  0.09  #82.13  #83.11  #39.44 NR    NR  #26.94  #30.74  #25.47


15   HP    BSNL  NA    #10.05 96.33  94.14  95.72  6.33  #NR  67.87%  0.06  #86.31  #82.01  #61.90  NR    NR  #2.09  #1.33  0.81
  RELIANCE NA   0.00  100.00  100.00  100.00  1.21  #0.0  65.63%  0.00  N/A   N/A   100.00  NIL   100  0.00  0.00  0.00


16  JHARKHAND  BSNL  NR     #7.22 92.08 #89.58 90.94  #17 #NR #34.43% 0.05 #94.57 #96.95 NR     NR   NR #1.27 #1.93 #1.27


17   J&K    BSNL NR     #14.24  #63.80  #86.86 #65.63  #12.33  #NR  #42.53% 0.07  #77.22  #76.18  #24.40  NR    NR  #4.03  #7.85  #1.67


18  KERALA  BSNL  NR     #6.73  92.10  93.67  93.47  #13.33  #NR  67.60%  0.04  #94.91  #97.98  #45.80  NR    NR  #5.74  #6.33  #6.29
  RELIANCE NA   0.00  100.00  100.00  100.00  2.81  #0.0  68.02%  #0.20  N/A   N/A   100.00  100   100  0.00  0.00  0.00


19 KOLKATA BSNL  NR     #7.06  90.72  100.00  91.10   #26   NR  #53.50% 0.08  #67.12  #80.51  #40.13  NR    NR  #4.78  #3.87  #4.78
  RELIANCE NA  0.00  100.00  100.00  100.00  1.61  #0.0  72.78%  #0.19  N/A   N/A   100.00  100   100  0.00  0.00  0.00
 MUMBAI RELIANCE NA   0.00  100.00  100.00  100.00  1.91  #0.0  71.93%  #0.19  N/A   N/A   100.00  100   100  0.00  0.00  0.00


20     MTNL #17  #7.89  #74.09  #76.24  #79.92  #27.3  #0.01  84.78%  0.00  #73.43  #74.92  #14.01  100   100  #13.28  #11.87  #11.99
21   NE-I   BSNL  NR     #4.94  #70.46  #68.85  #74.54  #40  #NR  #44.40% 0.10  #87.95  #85.50  NR      NR    NR  #8.57  #6.49  #1.38
22  NE-II   BSNL  NR     #8.54  94.74  #68.14  #65.96  #20.33  #NR  #44.70% 0.11  #80.42  #71.71  #10.56  NR    NR  #3.48  #1.94  #3.07
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23	ORRISA	BSNL	NR	#6.69	93.02	97.83	93.28	#9.33	#NR	73.90%	#0.23	#75.00	#91.91	#27.32	NR	NR	0.71	#2.17	#1.32
		RELIANCE	NA	0.01	100.00	100.00	100.00	0.9	#0.01	68.25%	#0.19	N/A	N/A	100.00	100	100	0.00	0.00	0.00
24	UP-E	BSNL	NR	#12.54	#35.10	#88.21	#89.00	#9	#NR	66.53%	0.02	#80	#86.02	#41.24	NR	NR	#0.41	#1.01	#1.03
		RELIANCE	NA	0.01	100.00	100.00	100.00	1.3	#0.01	#62.04%	#0.18	N/A	N/A	100.00	100	100	0.00	0.00	0.00
25	UP-W	BSNL	NR	#8.02	95.41	96.41	96.84	5	#NR	#53.47%	0.04	#92.32	#87.16	#47.99	NR	NR	#3.86	#4.34	#3.16
		RELIANCE	NA	0.01	100.00	100.00	100.00	2.21	#0.0%	66.36%	0.08	N/A	N/A	100.00	100	100	0.00	0.00	0.00
26	UTTARANCHAL	BSNL	NR	#10.80	97.92	90.79	91.76	6	#NR	66.53%	0.02	#80	#86.24	#41.27	NR	NR	#1.35	#1.38	#1.43
27	W. BENGAL	BSNL	NR	#7.52	#87.36	#89.64	#89.62	#21	#NR	#55.67%	0.05	#86.40	#92.17	#36.85	NR	NR	#1.59	#1.50	#1.58
		RELIANCE	NA	0.04	100.00	100.00	100.00	2.21	#0.0	67.90%	0.08	N/A	N/A	100.00	100	100	0.00	0.00	0.00

# = Operator not meeting prescribed benchmark
NA = Not Applicable
NR = Not Reported

Annexure-II

Details QoS Parameters for Cellular Services as reported by CMSPs for the quarter ending 31st March 2004

Sl. No.	Operators with Circles	Fault Incidence & Repair	Network Performance	Billing Complaints